

FLORIDA HIGHWAY PATROL POLICY MANUAL



SUBJECT TELEPHONE SYSTEMS	POLICY NUMBER 7.07
	ISSUE DATE 02/01/96
APPLICABLE CALEA STANDARDS	REVISION DATE 02/01/10
	TOTAL PAGES 3

7.07.01 PURPOSE

To provide standards and establish procedures for the use of the Florida Highway Patrol telephone system.

7.07.02 POLICY

It is the policy of the Florida Highway Patrol to regulate the usage of the telephone system.

7.07.03 OBJECTIVES

- A. To establish proper methods of making chargeable telephone calls.
- B. To prevent unauthorized use of the Division's telephone system.
- C. To authorize usage of certain telecommunication equipment.
- D. To publish emergency and non-emergency telephone numbers.
- E. To maintain an efficient and professional Division telephone system.

7.07.04 RESPONSIBILITIES

The District Commander or his designee shall:

- A. Review the monthly phone bill to ensure all chargeable entries coincide with chargeable calls.
- B. Forward the Long Distance Telephone Call Log (HSMV 94101) through the channels to the Disbursements Section, Bureau of Accounting.
- C. Conduct routine evaluations of the district's telephone system to determine line saturation or other telecommunications deficiencies.

7.07.05 PROCEDURES

- A. When making long distance phone calls, all Florida Highway Patrol employees shall use the SUNCOM feature of the Division telephone system for business purposes when available and operable.

1. When SUNCOM features are not available, members shall ensure all chargeable calls to the Division are entered on the Long Distance Telephone Call Log at his/her respective station.
 2. Only SUNCOM calls of official Department business billed to a member's telephone account shall be paid by the Division.
- B. The SUNCOM features of the Division shall not be used for personal matters.
- C. All chargeable calls to the Division for personal matters shall be reimbursed by the member making the chargeable call at a rate devised by the Department.
- D. All Florida Highway Patrol members may have a cellular telephone at the members expense. The cellular telephone or its accessories shall not be permanently affixed to a patrol vehicle, but the antenna may be attached to the window glass with adhesive or by magnetic mount. For additional information regarding use and regulations involving cellular and other wireless voice/data communication devices, refer to FHP Policy 7.10, Wireless Voice/Data Communications.
- E. The telephone numbers of cellular telephones and pagers shall be recorded at the member's Regional Communications Center in the event contact is needed. Members shall provide the initial information and provide updated information in the event of any changes.
- F. All Florida Highway Patrol station telephone numbers shall be published in local telephone directories in their respective counties of coverage. This includes 800 numbers and emergency numbers if applicable.
- G. Any specialty numbers that assist the Florida Highway Patrol's function (*DUI and *FHP) should be published in association with entities offering the numbers and as the Division deems necessary.
- H. The telephone is an important tool for the Florida Highway Patrol in sufficiently performing the duties required by law and fulfilling the needs of the public.
1. All incoming calls shall be answered promptly.
 2. All conversations conducted by members shall be professional and courteous in nature.
 3. Members responding to incoming calls shall greet the caller by identifying the division, provide their name and rank and ascertain of what assistance they may be to the caller.
 4. When answering the telephone, members shall make every attempt to supply information or assistance needed or refer the caller to the appropriate authority that can.
 5. When line saturation or any other telephone system deficiency occurs, the need for additional phone lines or updating the current system shall be studied by the District Commander.

- I The personal telephone numbers of members are confidential. The release of these numbers is prohibited unless authorized by a supervisor.
- J Members issued Division owned cellular telephones or telephone credit cards shall use this equipment for work-related calls only. Occasionally, personal calls are unavoidable. If a member uses the device for personal reasons, the member must reimburse the Department for the personal usage. The amount reimbursed will include the State authorized processing charge. If applicable, a check made payable to the State of Florida in the amount of any personal charges plus the processing charge should accompany the signed Certification of Reimbursement payment form. (Refer to DHSMV Policy 10.12 for further information).
- K The Long Distance Telephone Call Log shall include the following information:
1. Division - The Division of Florida Highway Patrol.
 2. Office and city - The name of the office and city concerned.
 3. Organization Code - The organization code.
 4. Approved by - Approval by the District Commander.
 5. Date - The date the chargeable call was made.
 6. Incoming collect - The telephone number of the person calling collect, if applicable.
 7. Time - The time the call was placed.
 8. Number called from - The telephone number the chargeable call is originating from.
 9. Number called - The telephone number the member called.
 10. Party called - Name of the person called.
 11. Location - Place where calling from.
 12. Party calling - Name of person calling.
 13. Reason for calling - The reason for the call.